

# **Hawai'i County Workforce Investment Board (HCWIB) Report to the WDC**

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County: Hawai'i

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## **1) Summary**

The Hawai'i County Workforce Investment Board, in partnership with our Big Island Workplace Connection and other community partners, are implementing various methods to develop the community's workforce and pool resources.

A strong focus at the NAWB convention was to develop the local sectors. University of Hawai'i at Hilo Chancellor, Don Straney, has accepted to Chair our new Sector Strategies Committee. The Sector Strategies Committee will develop a system of education, training and supportive services focusing on the workforce needs of an industry and local employers, as well as, make recommendations to the Hawai'i County Workforce Investment Board (HCWIB) and/or Executive Committee (EC).

Hawai'i County's One-Stop, Big Island Workplace Connection, is taking steps towards going green. Resources Match will assist our One- Stop partners with the intake, screening and making the referral process more successful. This online referral process will cultivate collaboration among local industry partners, creating a seamless service delivery system.

## **2) Individual WIA Programs**

### **Workforce Development Division - Adult Program:**

Unemployment rate for Hawai'i County (April, 2014) is 5.7%, the State is at 4.2%. Compared to the same time last year, Hawai'i County was 6.6%, the State was 4.4%

Despite the lower unemployment rate from over a year ago, the employment opportunities in the County of Hawai'i still remain somewhat scarce. Layoff levels are more stabilized, but an abundance of long term skilled unemployed workers still flood the labor pool. Less-qualified Adult participants in WIA are struggling and competing for the limited job openings. There is no shortage of eligible individuals seeking job training and other related Adult services, however, shorter waitlists prevail.

WDD houses Hawai'i Community College (HCC) staff involved with the C3T1 program. WDD is anticipating that Hawai'i Community College will require approximately 10 desk spaces which will help defer costs on rent etc. ICAN workshops are located there and represent another value-added service to the One-Stop. HCC staff working on C3T2, are also scheduled to occupy space in our Hilo one-stop center offering entrepreneurial modules, internship opportunities, and an employer services unit.

TMT is scheduled to start recruitment in 2018 which brings questions on whether our infrastructure will be ready. The Astronomy Workforce Project has been meeting monthly with a focus on education. TMT will be hiring 200+ employees and will not only need engineers and technicians, but office managers and machinists, etc.

Kulani will be opening in July 2014, with 90 employees, and 200 inmates. Kulani will be given Lot 32, approximately 500 acres in Ainaola, with a focus on agriculture. Discussion on what is being envisioned includes creating training programs and developing curriculum for inmates. Additional programs will include auto mechanics and carpentry.

With the cut back in staffing, program staff continues to refer to other BIWC partner agencies as well as non-mandated partners like Goodwill Industries, Paxen Group, Salvation Army, etc. Further, we continue to look to HIWEDO, the HCWIB non-profit arm, for support and Hawai'i Community College's C3T1 and Rural Hawaii Programs for additional training and support services.

Workforce Solutions, another community consortium advocating the self-sufficiency of persons with disabilities, also is a referral source to our Adult Program. With the inception of our Business Leadership Network and its mission to recognize business leaders supporting persons with disabilities, this will greatly enhance employment opportunities for this population with our island employers. Invaluable workshops have been sponsored for both job candidates and employers: Asset Building, Job Accommodation Network and Customized Employment.

The continuation of the Disability Employment Initiative which focuses on partner and staff education, the Ticket to Work program and employer involvement will also link to increasing adult numbers in WIA as part of its objective.

Due to Hawai'i County's high per capita poverty rates and stubborn unemployment rate, Hawai'i Branch continues to dual enroll participants with one-stop partners like Alu Like, Division of Vocational Rehabilitation, Senior Employment & Training Program, and other non-mandated one-stop partners to optimize funding resources due to the poor economy.

Paxen Group has recently co-located one staff in an effort to better bridge our youth with our WIA Adult Programs.

### **Workforce Development Division - Dislocated Worker Program:**

Much of the infrastructure development above applies to participants in this Dislocated Worker Program. The recently-acquired National Dislocated Worker Training Program provided much needed training funds for eligible DWs pursuing long term training and OJT opportunities.

Computer training and Certified Nurse Assistant are the predominant training of choice followed by CDL Training. Many of the dislocated workers are now accepting employment opportunities that are well below their original expected pay range despite the steady uptick in the local economy.

### **Goodwill Industries – Out of School Youth Program:**

**Number Served:** Ola has served 103 youths, 65 are ages 14-18 and 38 are ages 19-21.

The Ola Program helps to support individuals in every step. Helping them to identify career interests, job sites, develop resume and cover letters, complete employment applications, and refresh interviewing skills such as appropriate dress and how to respond to questions. Participants who are interested in summer employment will work with their Youth Specialist to research the job market and complete the job readiness training classes. Mock interviews are conducted with youth. The Youth Specialist will work with community members who are offering summer employment opportunities and refer to agencies if needed.

Financial Literacy courses were held throughout the month of November. Youth Specialists were trained and certified to use the Kahua Waiwai Curriculum. The focus on budgeting by making adjustments to plans, identifying principles such as using resources to save money, cutting out what you don't need and best saving practices.

The Out-of-School Youth staff continually develops relationships with employers to provide work experience to youth. Each participant attends Ola's job readiness classes. Ola's priority is to match youth with their career desires so they are able to gain direct learning experiences. If a participant is interested in a career, Youth Specialists will facilitate a meeting with the community member in that specific profession. After contact has been made with the community member, the participant will attend an interview and use the skills taught to gain work experience.

Several participants showed an interest in producing music. Youth Specialists contacted Musician/ Music Producer – Ryan Hiraoka to share his mana'o with youth on how he came to own his own record label and the process of recording and producing music.

During the month of January, participants met with adult mentors of the YWCA Teen Mentoring Program. During their sessions, youth worked on activities that guided them towards making positive decisions. Youth completed several activities that helped them to learn about what their strengths, talents, skills and knowledge were and how they were able to turn negative self-talk into positive self-talk. All participants created short term and long term goals and shared with peers their dreams and aspirations.

Participants from the Competency-Based Community School Diploma Program class (Government and Law) visited the Hilo Court House on January 24<sup>th</sup>. During their visit, youth were able to visit the Third Circuit Court.

Leadership Development activities are offered and executed in life skill modules and Leadership Development sessions. Youth Specialist coordinated with YWCA Teen Mentoring Program to enhance leadership skills of Ola youth over a six week period of sessions. To develop skills and prepare themselves for leadership, youth participate in Community Service Learning projects, Career Expo and have had opportunities for public speaking, including presenting researched projects to their peers. Also, the youth plan and present Ohana nights for parents/guardians and their circle of supports.

The Youth participated in SafeTALK Training in which they were identified as leaders. Youth met with Mayor Kenoi to let him know what they were doing in Hawaii County to promote suicide awareness and prevention. Ola youth were invited to an Oahu youth conference (all expenses paid for two day trip) to represent Hawaii County and discuss the issue and strategies to prevent teen suicides. Ola youth were identified as statewide leaders and invited to meet with other teen groups and schools in Hawaii County to discuss this topic. Ola youth also planned and organized a sign waving campaign to highlight the problem of teen suicide.

#### **Collaborations:**

The Ola program's ongoing collaborate relationships include Waipahu Community School for Adults –Hilo/ Kona Campuses, Boys and Girls Club of Hilo – Kaiao Community Garden, County of Hawaii Prosecuting Attorney's Office, County of Hawaii – Highways Division, Hilo Public Library, Hawaii Institute of Health Care and Training Services, Pu`uhonua O Honaunau – City of Refuge, Department of Health – Communicable Diseases Division, Hawaii Island Beacon Community, University of Hawaii at Hilo, Hawaii Community Federal Credit Union, 101 Financial, West Hawaii Small Business Development Center, One Island Sustainable Living Garden, Alan Akina – Super Duper Simple Book on Money – Financial Fitness Reporter for KHON 2 News, New Hope Church, The Spa and Kona Beach Hotel, The Four Seasons Resort and Spa, Pacific Waste Inc., YWCA-Hilo, Hoof Beats Hawaii, CONNECT, Hui Malama Ola Na OIwi, Bay Clinic, Child and Family Services and CU Hawaii.

#### **Paxen – In School Youth Program:**

**Number Served:** Paxen has served 69 youths, 67 are ages 14-18 and 2 are ages 19-21.

Paxen continues to assist participants in applying for and sustaining higher education and financial aid tuition assistance, resume building, financial literacy, employment seeking, referrals to outside agencies, etc.

Paxen offers 30 hours of paid work experience to every participant. The locale of work experience is based upon the outcome of the participants COPS (Career Assessment). From the results, participants are given options based upon their locations and transportation availability. The participant then chooses site of work experience. This is offered any time after the participant completes 30 hours of Work Readiness training.

Paxen is extremely proud of their participant LM and her accomplishments this month. LM enrolled in WIA as a sophomore. Her father died in a car accident when she was 4. Her mother raised her and her brother for the most part, but was traumatized by the loss of her husband. So much so that she began to have a drinking problem. LM moved back and forth between her paternal grandparents and mom because mother did not want to lose their SSI – survivor benefits that she was receiving. However, when LM turned 14 paternal grandparents and mother got into an argument over LM's brother and LM moved permanently back with her mother. Trying to find love and security, LM turned to a boyfriend and later on that year she found out that she was pregnant. During the summer before her sophomore she gave birth and soon after enrolled into the WIA program. Her boyfriend, currently, was in the foster care system because his father was incarcerated and mother on drugs. During this time he was in boys home and unable to see his baby. This was very stressful for LM and we linked her up comprehensive counseling. Times got harder for LM because she also found out that her boyfriend had been cheating on her and doing drugs as well. LM got herself re-focused on school and her baby. Her and her mother continue to have quarrels whenever LM's mother drinks alcohol, but LM stated that she is much more equipped to handle it now and just goes into her room to re-focus on her future. She came out of her sophomore year with a 3.75 GPA and with the encouragement and help from her case manager she enrolled in the Running Start program. During the summer she was able to shadow a small health clinic. She just received her 1<sup>st</sup> quarter report card and received 7 A's & 1 B on her full schedule at Kea'au High School. Also, she is attending HCC with her English class. During September, she received assistance with her resume as part of an internship with Hilo Medical Center. She was just notified by her counselor that she was the only student at Kea'au who had been accepted into the Internship.

During the month of February Paxen enrolled 13 new participants on the East side of the Island. Also, they provided 30 hours of Work Readiness training to 13 participants. During this time the participants gained knowledge/participated in regarding Employment skills, resume & cover letter writing, Green jobs, mock interviews, job search, Hirenet accessibility, etc.

### **Collaborations**

Paxen continues to work with Public Library System, Department of Human Services, First to Work Program, Child Welfare Services, BISAC, Leo's Club, Key Club, Court System, Mental Health Services, Child and Family Services, Workforce Development Offices, Hui 'Ana, HCEOC, University of Hawaii system, Hilo and Kona Community School for Adults, Judges, Public Defenders and Probation Officers, Therapists, Staff from Hilo High school, Kea'au High school, Hawaii Academy of Arts and Sciences, Pahoa High School, Kamehameha Schools, Ka'u High school, Konawaena High school, and Kealahou High school, and local businesses ( Shaka, Hana Hou Restaurant, Boys and Girls Club, HOVE Loggers, etc).

### **Big Island Workplace Connection (BIWC) One-Stop Activities:**

Our Big Island Workplace Connection, in partnership with WDD's Disability Employment Initiative, Center for Disability Studies and Hawaii County's Ho'owaiwai Network, has introduced Asset Building and Financial Education as an integral component to our job candidate's overall employment plan. Workshops on budget planning, credit rating, financial literacy, and Individual Development Accounts are introduced and important and complementary requirements to successful job retention and eventual self-sufficiency. Community partners like Hawaiian Community Assets, Hawaii First Federal Credit Union, and various local banks and credit unions have offered their expertise in presenting a menu of asset development workshops.

Operationally, through the DEI, our intake and program servicing have been steadily increasing the accessibility for persons with disabilities at our local one-stop centers. From assistive technology, technical assistance and a host of educational workshops (Benefits Planning, Ticket-to-Work, IDA, Social Security, Employment Networks, etc.) are being made available to our consumers and their respective service providers.

## **3) Other Items/Programs**

**DWTOJT:** A state-coordinated OJT National Grant, Hawaii Branch WDD has enrolled 4 OJTs to date. This program greatly augments the lack of training funds in our Formula DW Program.

### **VIP – Utilizing VIP as a precursor to OJT negotiations and in tandem with ETF.**

Continuing to promote VIP as a precursor to ETF. At 13 VIP Agreements, Hawaii Branch WDD has already successfully met its annual VIP Enrollment Goal.

Volunteer Internship Program – recently, this initiative has been extended and being incorporated with our Employment & Training Fund Program. This innovated program will work in tandem with our business service delivery strategy and specifically with our ETF Program. UI claimants to continue to receive UI benefits, but this program allows them to volunteer up to 32 hours/week at various businesses with the intent of getting job training and employment.

VIP intern volunteering in IT dept with Hawaii Community FCU.

**ETF Program** – Continuing to promote ETF with VIP to bundle WDD services to employers. Recently, Medical Terminology Classes have been offered to various employers: Rainbow Health Services, Dr. Henry LeeLoy, Master Care, etc. Additionally, soft skills training continue to be popular with island employers.

This incumbent worker training program will be a welcomed addition of the resources and programs available to our employers. Budgets are currently being formulated and Eligible Training Providers are being recertified. Promotional efforts with employers, business organizations and incumbent workers have already begun. This ETF Program will be working in tandem with our VIP.

**Disabilities Employment Initiative Grant DEI:** E. and W. HI Business Leadership Networks and Workforce Solutions Consortia (E. and W. HI) fully established. Planning our annual Employer Awareness Workshop in conjunction with Disabilities Awareness Month in September. Both BLNs are planning for employer recognition events to honor business leaders who are advocating inclusion in the work places.

## 4) Quantitative Report – 2<sup>nd</sup> and 3<sup>rd</sup> Quarter PY 2013

Actual vs. Goals (2 <sup>nd</sup> Quarter PY 2013)	2 <sup>nd</sup> Qtr. ACTUAL	2 <sup>nd</sup> Qtr. CUMULATIVE	GOAL For Year	% of GOAL Cum./Goal
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### Youth Program

Placement in Employment or Education	50%	30.65%	60.1%	51%
Attainment of Degree or Certificate	50%	27.12%	68.5%	40%
Literacy and Numeracy Gains	28.57%	33.33%	45%	74%

### Adult Program

Entered Employment Rate	75%	59.85%	71%	84%
Employment Retention Rates	80.77%	79.38%	86%	92%
Six Month - Average Earnings	\$9,571.54	\$9,957.99	\$11,100	90%

### Dislocated Worker Program

Entered Employment Rate	81.25%	76.32%	76%	100%
Employment Retention Rates	86.21%	89.76%	92%	98%
Six Month - Average Earnings	\$11,819.19	\$13,017.21	\$15,000	87%

Actual vs. Goals (3 <sup>rd</sup> Quarter PY 2013)	3 <sup>rd</sup> Qtr. ACTUAL	3 <sup>rd</sup> Qtr. CUMULATIVE	GOAL For Year	% of GOAL Cum./Goal
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### Youth Program

Placement in Employment or Education	46.15%	32.35%	60.1%	53%
Attainment of Degree or Certificate	23.08%	27.69%	68.5%	40%
Literacy and Numeracy Gains	66.67%	33.33%	45%	74%

### Adult Program

Entered Employment Rate	56.52%	60.17%	71%	85%
Employment Retention Rates	84.62%	80.81%	86%	94%
Six Month - Average Earnings	\$8,892.62	\$9,719.84	\$11,100	88%

### Dislocated Worker Program

Entered Employment Rate	66.67%	73.72%	76%	97%
Employment Retention Rates	96.30%	92%	92%	100%
Six Month - Average Earnings	\$11,159.87	\$12,425.55	\$15,000	83%

## 5) Other

### HCWIB Quarterly Meeting:

The HCWIB held its quarterly meeting on February 12<sup>th</sup>. Hilo Medical Center's Regional Chief Executive Officer, Howard Ainsley and Director of Human Resources, Holly Ka`akimaka spoke about workforce related matters including; on-the-job training, future staffing opportunities, as well as, recruitment challenges.

On May 14<sup>th</sup>, the HCWIB held its quarterly meeting at the Kulani Correctional Facility. Warden, Ruth Forbes, discussed the re-opening plans and strategies, recent hiring processes, recruitment barriers and possible future staffing opportunities. The group took a tour of the grounds and heard strategies in which will enhance the future inmates' chances of eventually becoming assets to their communities. Also, the HCWIB voiced concerns towards the Hawaii State Department of Labor and Industrial Relation's proposed Modification No 01-14 to the State Plan. After much discussion, it was unanimously decided to oppose it due to lack of strong local representation and liability concerns regarding performance outcomes if the State were to become the fiscal agent.